

# The New Jersey Department of Human Services **Division of Developmental Disabilities**

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## CORONAVIRUS DISEASE (COVID-19) UPDATE FOR FAMILIES AND PROVIDERS

April 9, 2020



# THANK YOU!

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A special **THANK YOU** to our  
**HEROES** in this trying time!

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-Direct Support Professionals-  
-Individuals-  
-Families/Guardians-  
-Providers-



# ***NJ Mental Health Cares***

If you're concerned about your mental health or the mental health of someone you love, **NJ Mental Health Cares** can help. The **free hotline** offers telephone counseling, information and referral and assistance to get behavioral health services.

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**866-202-HELP (4357)**

**TTY: 877-294-4356**

**Monday through Friday 8am - 8pm**

# Today's Webinar Will Provide Information on...

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- State Statistics
- DDD Specific Statistics
- DHS/DDD Actions Around COVID-19
- Supporting Day and Residential Providers
- Provider Preparation
- Hospital Discharges
- Incident Reporting

# New Jersey COVID-19 Current Statistics\*

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State of New Jersey	
Positive	47,437
Negative	52,979
Deaths	1,504

*\*This update is as of 5:00 p.m., Wednesday, April 8, 2020*

**For regular updates: <https://covid19.nj.gov/>**

# DDD Specific COVID-19 Statistics\*

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	Community	Developmental Centers	Total
Positive	62	24	86
Negative	36	13	49
Deaths	11	1	12

*\*DDD specific statistics are updated every Monday. Information is based on incident reporting data entered at time of publication.*

<https://nj.gov/humanservices/coronavirus.html>

# DHS/DDD Actions Around COVID-19

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- On-Boarding of Agency Staff and Self-Directed Employees:
  - ✦ Ensuring there is a mechanism for on-boarding of new staff.
    - On-boarding of more than 1,250 new staff has been processed.
  - ✦ Temporary allowance for parent, spouse, guardian as self-directed employee.
  - ✦ Temporary allowance of overtime for self-directed employees.

# DHS/DDD Actions Around COVID-19

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- Health and Safety

- Unannounced visits are temporarily modified.
- An analyst contacts a residential site by phone and conducts a health and safety check.
- Over 600 of these contacts have been completed to verify that COVID-19 related protocols are being adhered to.
- In-person reviews are still occurring when it is determined they are required for health and safety.



# DHS/DDD Actions Around COVID-19

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- Health and Safety
  - Overwhelmingly, residential providers are implementing DHS/DDD guidance and following CDC recommendations around COVID-19.
  - This includes staff screening, utilization of personal protective equipment, social distancing (as reasonable), etc.

# DHS/DDD Actions Around COVID-19

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- Health and Safety
  - Office of Licensing (OOL) and DDD continues to be available to licensed agencies to answer questions and provide guidance.
  - OOL has been working, and will continue to work with providers to stand up settings for isolation and quarantine space across the state to prepare for emergencies.

# DHS/DDD Actions Around COVID-19

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- The Division recognizes that services previously provided in-person or in a specific setting must be modified.
- **Effective immediately, and until further notice from the Division, some services can be provided remotely.**

[www.nj.gov/humanservices/ddd/documents/covid19-temporary-service-modifications.pdf](http://www.nj.gov/humanservices/ddd/documents/covid19-temporary-service-modifications.pdf)

# DHS/DDD Actions Around COVID-19

Behavioral Supports	Natural Supports Training
Career Planning	Occupational Therapy
Cognitive Rehabilitation	Physical Therapy
Community-Based Supports	Prevocational Training (Individual & Group)
Community Inclusion	Speech Therapy
Day Habilitation	Support Coordination
Goods and Services (Classes)	Supported Employment (Individual)
Individual Supports (Hourly)	Supports Brokerage
Interpreter Services	

# Supporting Day and Residential Providers

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- DDD's intention was to provide long term guidance around funding for day and residential providers receiving payments related to facility closures.
- DDD continues to work with the Centers for Medicare and Medicaid Services on this solution.
- While that occurs, funding payments and frequency will continue as they have.
- Our goal is to publish updated guidance as soon as it is available.

# Supporting Day and Residential Providers

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- **Financial Support – Day Services**

- Day providers receiving 75% funding from the Division due to facility closures will continue to receive that payment through **April 28, 2020**.
- Day providers should not submit claims to DXC for any services they are providing that are covered in the payment, remote or otherwise.
- If services are provided they must be documented. Documentation requirements are flexible but must meet minimal Medicaid guidelines.
- [www.nj.gov/humanservices/ddd/documents/covid19-temporary-provider-funding.pdf](http://www.nj.gov/humanservices/ddd/documents/covid19-temporary-provider-funding.pdf)

# Supporting Day and Residential Providers

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- **Financial Support – Residential Services**
  - Residential providers will continue to receive the 20% payment from the Division to cover additional daytime staffing needs due to facility closures through **April 28, 2020**.
  - Services must be documented. Documentation requirements are flexible but must meet minimal Medicaid guidelines.
  - [www.nj.gov/humanservices/ddd/documents/covid19-temporary-provider-funding.pdf](http://www.nj.gov/humanservices/ddd/documents/covid19-temporary-provider-funding.pdf)



# Provider Preparation

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- **Provider planning related to COVID-19**
  - Identify space in the home that can be used for isolation.
  - Consider utilizing closed locations, such as closed day programs. Some have made agreements with closed schools.
  - Have a plan to accommodate staff sleeping at the home if needed or preferred.
  - If available, utilize day services staff who are not deployed to residential agencies to cook meals at the day program site and deliver meals to homes.
  - Similar to the above, use alternate staff to complete food shopping and pick up medications.



# Provider Preparation

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- Personal Protective Equipment
  - DDD continues efforts to obtain PPE.
  - If you have not already, place orders with vendors for PPE.
  - Network with providers about suppliers that may have PPE.
  - Contact local Office of Emergency Management to relay what your PPE needs are.
    - ✦ [ready.nj.gov/about-us/county-coordinators.shtml](https://ready.nj.gov/about-us/county-coordinators.shtml)
  - Consider CDC recommendations if you do not have PPE
    - ✦ [www.cdc.gov/coronavirus/2019-ncov/prevent-getting-sick/index.html](https://www.cdc.gov/coronavirus/2019-ncov/prevent-getting-sick/index.html)
  - Remember to wear PPE when directed by a medical professional and per the specifications of the item.

# Local Offices of Emergency Management

Atlantic – (609) 909-7200	Middlesex – (732) 316-7100
Bergen – (201) 336-7705	Monmouth – (732) 577-8700
Burlington – (609) 518-7200	Morris – (973) 285-2900
Camden – (856) 783-4808 ext. 6200	Ocean – (732) 341-3451
Cape May – (609) 600-5055	Passaic – (973) 389-5951
Cumberland – (856) 455-8770	Salem – (856) 769-2959
Essex – (973) 621-4111	Somerset – (908) 526-2500
Gloucester – (856) 589-0911	Sussex – (973) 940-5500
Hudson – (201) 832-5615	Union – (908) 654-9800
Hunterdon – (908) 788-1196	Warren – (908) 835-2030
Mercer – (609) 799-0110	

# Provider Preparation

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- Providers should be following DHS/DDD screening guidance:
  - All staff, contracted professionals, and visitors must be screened before entering the home, including temperature checks. This includes scheduled staff coming onto each shift.
  - A record of all screenings should be maintained.
  - The only exception is for first responders who are entering the home to address an emergency.
  - All staff and visitors must wash hands when entering a residence.

# Provider Preparation

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- Staff must follow Universal Precautions and wear PPE to the extent possible.
- Visitors should be given hand hygiene instruction and PPE instruction when needed.
- Limit visitor movement within the residence to the resident's room and advise visitors to limit contact to the resident they are visiting.
- Review the Division's detailed screening policy document:  
[www.nj.gov/humanservices/ddd/documents/COVID19-residential-screening-policy.pdf](http://www.nj.gov/humanservices/ddd/documents/COVID19-residential-screening-policy.pdf)

# Hospital Discharges

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- DDD is aware of instances where an individual with COVID-19 is ready for discharge from a hospital and the provider is refusing to take them home.
- It is understood providers want to protect individuals and staff; however, with the growing number of COVID-19 cases, hospital beds are in high demand.
- Please review NJ DOH guidance around hospital discharges:

[www.nj.gov/health/cd/documents/topics/NCOV/COVID\\_Discharge\\_Instructions.pdf](http://www.nj.gov/health/cd/documents/topics/NCOV/COVID_Discharge_Instructions.pdf)

# Hospital Discharges

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- Per CDC guidance, people **with COVID-19 who have stayed home** (home isolated) can stop home isolation under the following conditions:

**If you will not have a test** to determine if you are still contagious, you can leave home after these three things have happened:

- ✦ You have had no fever for at least 72 hours (that is three full days of no fever without the use of medicine that reduces fevers); **AND**
- ✦ Other symptoms have improved (for example, when your cough or shortness of breath have improved); **AND**
- ✦ At least 7 days have passed since your symptoms first appeared.

[www.cdc.gov/coronavirus/2019-ncov/if-you-are-sick/steps-when-sick.html](https://www.cdc.gov/coronavirus/2019-ncov/if-you-are-sick/steps-when-sick.html)

# Incident Reporting

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- Report any of the following as a Medical event (communicable disease):
  - An individual receiving DHS services has symptoms of, is undergoing testing for, or is confirmed positive for COVID-19.
  - The family member of an individual receiving DHS services was in contact with the individual in the past 14 days, and the family member is confirmed positive for COVID-19.
  - An agency employee was in direct contact with an individual receiving DHS services in the past 14 days, and the employee is confirmed positive for COVID-19.

# Incident Reporting

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- Report any of the following as a Medical event (communicable disease) Continued:
  - The family member of an agency employee was in contact with the employee in the past 14 days, and the employee's family member is confirmed positive for COVID-19.
- For all reportable incidents, agencies are required to ensure all identified guardians are notified.

[www.nj.gov/humanservices/ddd/documents/covid19-incident-reporting.pdf](http://www.nj.gov/humanservices/ddd/documents/covid19-incident-reporting.pdf)



# Important Resources

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- NJ Department of Health:  
[www.nj.gov/health/cd/topics/ncov.shtml](http://www.nj.gov/health/cd/topics/ncov.shtml)  
24-Hour Hotline: 1-800-222-1222
- NJ Department of Human Services COVID-19 Information:  
[www.nj.gov/humanservices/coronavirus.html](http://www.nj.gov/humanservices/coronavirus.html)
- Contact Information for local health departments in NJ:  
[localhealth.nj.gov](http://localhealth.nj.gov)
- Contact Information for local health departments in NJ:  
[ready.nj.gov/about-us/county-coordinators.shtml](http://ready.nj.gov/about-us/county-coordinators.shtml)

# Important Resources

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- U.S. Centers for Disease Control & Prevention:
  - ✦ [www.cdc.gov/COVID19](http://www.cdc.gov/COVID19)
  - ✦ [www.cdc.gov/coronavirus/2019-ncov/if-you-are-sick/steps-when-sick.html](http://www.cdc.gov/coronavirus/2019-ncov/if-you-are-sick/steps-when-sick.html)
  - ✦ [www.cdc.gov/coronavirus/2019-ncov/prevent-getting-sick/index.html](http://www.cdc.gov/coronavirus/2019-ncov/prevent-getting-sick/index.html)
  - ✦ [www.cdc.gov/coronavirus/2019-ncov/prevent-getting-sick/cloth-face-cover.html](http://www.cdc.gov/coronavirus/2019-ncov/prevent-getting-sick/cloth-face-cover.html)
  - ✦ [www.cdc.gov/coronavirus/2019-ncov/prevent-getting-sick/diy-cloth-face-coverings.html](http://www.cdc.gov/coronavirus/2019-ncov/prevent-getting-sick/diy-cloth-face-coverings.html)

# Important Resources

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- For assistance during this time:
  - For vital issues, call the Division Community Services office for your county or 1.800.832.9173.
  - When calling, you will be connected with the Division's answering service who will take information about the circumstance and have a Division staff person reach out to you.
  - For routine questions email [DDD.FeeForService@dhs.nj.gov](mailto:DDD.FeeForService@dhs.nj.gov)
  - For COVID-19 related questions email [DD.COVID-19@dhs.nj.gov](mailto:DD.COVID-19@dhs.nj.gov)
  - To report suspected abuse, neglect or exploitation, call 1.800.832.9173 then press 1.

# Important Resources

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## Division Community Services Offices

<b>PATERSON OFFICE:</b> Bergen, Hudson, Passaic	<b>973.977.4004</b>
<b>FLANDERS OFFICE:</b> Morris, Sussex, Warren	<b>973.927.2600</b>
<b>NEWARK OFFICE:</b> Essex	<b>973.693.5080</b>
<b>PLAINFIELD OFFICE:</b> Union, Somerset	<b>908.226.7800</b>

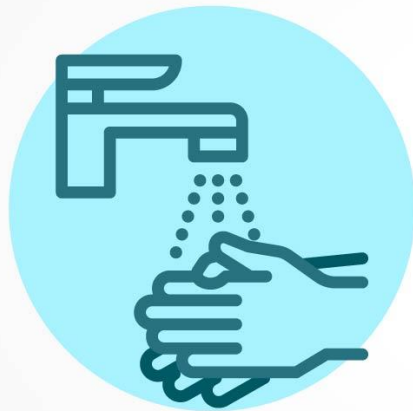
<b>TRENTON OFFICE:</b> Hunterdon, Mercer, Middlesex	<b>800.832.9173</b>
<b>FREEHOLD OFFICE:</b> Ocean, Monmouth	<b>732.863.4500</b>
<b>VOORHEES OFFICE:</b> Burlington, Camden, Gloucester	<b>856.770.5900</b>
<b>MAYS LANDING OFFICE:</b> Atlantic, Cape May, Cumberland, Salem	<b>609.476.5200</b>

# And Remember...

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FOLLOW THESE SIMPLE STEPS TO **STAY HEALTHY**

**WASH** YOUR  
HANDS



**COVER** YOUR  
COUGH



**STAY HOME**  
WHEN SICK



#PREVENTCORONAVIRUS

# Thank You

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This webinar will be  
posted online  
following its conclusion.